



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
ENTERPRISE RESOURCE PLANNING DIVISION
312 Rosa Parks Avenue
TN Tower
NASHVILLE, TENNESSEE 37243

Edison Enterprise Readiness

Announcement: ERP Consultant 2

Salary Range: \$3525-\$4934

Job Summary:

The Edison Enterprise Readiness group is seeking candidates for the position of Enterprise Resource Planning Consultant 2. This position serves on the Edison Readiness team, working under the direction of the ERP Manager. The ERP Consultant 2 will have multiple levels of responsibility working as a member of the Edison Help Desk while also serving in a business analyst capacity. In addition to providing customer support on the Help Desk this position will co-lead an internal group whose primary focus will be on maintaining and optimizing the appearance and content of the public facing Edison Portal. Job duties and responsibilities require an individual who is technically versed in software applications, adept at time management, enjoys daily customer interaction, and thrives in an environment of change. If you are a candidate who enjoys a technical challenge and likes working in an environment that embraces change, then this might just be the right job for you! Salary is commensurate with experience.

Duties and Responsibilities:

Portal Support- 40%

- Consult with internal/external customers to determine goals and requirements while assisting in design and installation components of the Portal.
- Provide oversight of the Portal to ensure proper performance and uptime.
- Monitor emerging Portal technologies as well as current software/hardware training that will enhance functionality.
- Coordinate with Portal team members in making sure that the Portal is responsive in design to user needs regarding enhancements to web pages, web site modifications and any technical support for the application.
- Ensure usability of the Portal by managing application upgrade tasks regarding content, work flow, and transaction time.

- Investigate errors, diagnose problems and recommend solutions as needed for Portal application users.

Edison Security Support-10%

- Coordinate with Edison Security regarding user roles, system access and Identity and Access Management functionality to ensure that all accessible user data is safe and confidential.

Edison Help Desk Support-50%

- Coordinate with Edison functional business analysts to create any training and communication needed by system end users .
- Participate in daily Edison help desk issue and problem resolution in response to customer requests by providing Level I customer support. Portal access will unify the Edison content across the application and make the end user experience more accessible and user friendly.

Education and Experience:

Graduation from an accredited college or university with a Bachelor's Degree in Information Systems Technology, Computer Science, Business Administration or;

2-4 years of experience in web based application design, development, and implementation or previous experience as a business analyst supporting information systems technologies.

Experience with customer relationship management is a plus.

Please submit all resumes via email no later than close of business on March 18, 2016 to John Ferguson at John.Ferguson@tn.gov. No phone calls please. All resumes will be reviewed and screened and interview appointments will be set with selected candidates.